




January 7, 2010

IFYI HIGHLIGHTS

- Contact Center Feedback
- Diversity Forum Breakfast
- Cold Weather Causing Water Main Breaks

TO: Mayor and Members of Council
FROM: Rashad M. Young, City Manager 
SUBJECT: Items for Your Information

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of 12/28-01/03/10.

Diversity Forum Breakfast

City of Greensboro is co-sponsoring a special Diversity Forum Breakfast featuring Mayor Bill Knight, City Manager Rashad M. Young and Human Relations Director Dr. Anthony Wade. The event is scheduled for January 12, 2010 from 8 a.m. to 9:30 a.m. at the Greensboro Coliseum Complex, Atrium. Please find attached an event flyer.

Cold Weather Causing Water Main Breaks

Water Resources Department has reported that the staff has responded to 7-8 water main breaks per day caused by the cold weather. By shifting resources, staff has been able to keep up with the workload.

**Public Affairs Department Contact Center Weekly Report
Week of 12/28/09 – 1/3/10**

Contact Center

4064 calls answered this week

Public Affairs Department Contact Center Weekly Report Week of 12/28/09 – 1/3/10

Contact Center

4064 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 1076

General Info. – 148

New Sign-up – 117

Request to Cutoff – 108

Bill Extension – 85

Field Operations

Holiday Schedule – 101

Loose Leaf Collection – 83

Bulk Guidelines – 73

EOW Recycling – 72

Dead Animal Pick-up – 45

All others

Police/Watch Operations – 245

Landfill/Transfer/HHW – 109

Warrants – 97

Courts/Sheriff – 75

Online Payments - 37

Comments

We received a total of 6 comments this week:

- 6 comments for Field Operations

Customer called to compliment garbage crew: “I don’t know how they did it but they took everything out of my yard and in the front of my house that the snow plow had moved from the curb when they came by.” Customer was very appreciative.

Email comment: “I called the Contact Center last week about having a large bulk item picked up in front of my house. They were very professional and courteous and the item was picked up the next day. Thanks!”

Customer called to say that we are all nice.

Customer said there was a “mess” of leaves and snow in front of her house and in her neighborhood, but it all disappeared. She wanted to thank us for taking care of it.

Customer would prefer to receive recycling pick-up every week.

Customer does not understand why the City of Greensboro’s garbage collection calendar does not acknowledge President’s Day and Veterans Day as holidays. However, we do recognize Martin Luther King’s birthday. Customer thinks the calendar should be adjusted to recognize the other holidays.

Overall

Calls about the holiday schedule for garbage collection remained steady as customers wanted to know when their garbage would be collected in light of the City being closed on New Year’s Day. Calls about Every Other Week (EOW) recycling also increased as customers had questions about the 2010 collection schedule.

Call volume was steady during the first part of the week but slowed down considerably by the end of the week due to the holiday.



DIVERSITY
EMPOWERS HUMANITY

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**CITY OF GREENSBORO AND THE HR GROUP INC.
PRESENTS**

Diversity Empowers Greensboro

You are cordially invited to a special
Diversity Forum breakfast with

Bill Knight, Mayor

Rashad M. Young, City Manager

Dr. Anthony Wade, Human Relations

**Tuesday, January 12, 2010,
8 a.m. to 9:30 a.m.**

Atrium, Greensboro Coliseum Complex

1921 West Lee Street, Greensboro

Parking: Lots at Lee and Chapman Streets

Reservations Required: info@thehrgroupinc.net

\$5 Continental Breakfast Limited Seating

Proceeds to

United Way of Greensboro and
Guilford Nonprofit Consortium



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